

Definitions

"**the Acts**" mean the Communications Regulation (Amendment) Act 2007, the Communications Regulation Act, 2002, the Postal and Telecommunications Services Act, 1983 as amended, and any applicable secondary legislation;

"**Additional Charges**" means the charges payable by the Customer to eir to avail of the additional facilities available to Customers of the eir **TalkTime for Business** facility;

"**Agreement**" means an agreement, whether contained in one or more documents or in information in any form, made, or deemed to have been made, whether orally or otherwise, between the company and a person, relating to the provision of a telecommunications service and, for the avoidance of doubt, where a telecommunications service has been provided to a person, such a person shall be deemed to have made an agreement with the company;

"**alarm clock call service**" means the service whereby a telephone call is made at the request of a caller or telephone customer, from a telephone exchange at a specified time;

"**All Ireland Landline Numbers**" means fixed telephone exchange line numbers in the State (including Northern Ireland).

"**All Ireland Minutes**" means Call Minutes on calls made to local numbers and Customer direct dialled numbers between exchanges in the State and from exchanges in the State to exchanges in Northern Ireland.

"**Anytime**" means Off-Peaks and Peak times;

"**Asymmetric Digital Subscriber Line**" means a technology facilitating the transmission of very high speed data over telephone exchange lines. Asymmetric Digital Subscriber Line makes more bandwidth available 'downstream' than 'upstream' to allow greater downloading capability;

“asynchronous transfer mode” (ATM) means a telecommunication facility provided by the company using a digital transmission, multiplexing and switching technique which allows simultaneous transmission of digital information at speeds of up to 622 Mbps;

“auxiliary line” means a telecommunications line;

“Bill Day” means the day on which eir calculates the charges for telecommunications services provided by the company to the Customer in a Billing cycle;

“Billing Cycle” means the period in respect of which charges for telecommunications services provided by the company to the customer are billed by the company to the customer;

“Business Circles applicant” means a customer who applies to the company to avail of the Business Circles facility;

“Business Circles initial nominated numbers” means the five telephone numbers nominated by the Business Circles applicant when such person first applies to avail of the Business Circles facility;

“Business Circles nominated numbers” means telephone numbers nominated to the company by a Business Circles applicant from time to time in accordance with the provisions of this scheme and includes the Business Circles initial nominated numbers;

“Business Internet Protocol⁺” (Business IP⁺) is a managed internet protocol virtual network facility whereby a customer, using a range of access mechanisms, may avail of a range of classes of telecommunications services provided by the company across a common internet protocol platform;

“call” means the initiation or establishment of a single communication or message through a telecommunications service;

“caller” means a person using a telecommunications service for the purpose of transmitting or receiving a telecommunications message;

“CallSave 1850 call” means a telephone call which is made by a telephone customer or caller, in which the connection of the call is effected by automatic switching, which call is connected to the telephone exchange line of a telephone customer identifiable by a CallSave 1850 number allocated by the company and which call is in part charged to and payable by the telephone customer identified by such CallSave 1850 number and in part charged to and payable by the telephone customer or caller who makes the call and the service whereby such calls may be received shall be known as the “CallSave 1850 service”;

“Call Set-up Fee” means the fixed fee set out herein chargeable, where applicable, in respect of an answered call;

“Cardphone public telephone” means a device for recording payment, other than a receptacle for coins, connected to a public telephone;

“Carrier Select eir” means a facility whereby a telephone customer may direct individual calls to be carried over the company network (rather than on the networks of other licensed operators) by dialling a designated carrier select prefix code before the called telephone number. Use of Carrier Select eir will override any general carrier pre-selection applicable to the line, only in respect of the individual call. The designated carrier select prefix number for the company is 13666. There shall be charged to and paid by such telephone customer in respect of carrier select calls in the eir Price List;

“Certain Mobile Operators” refers to the following mobile operators: O2, Vodafone, Tesco, Hutchison 3, Meteor and eir Mobile;

“certified” means certified by an employee of the company;

“charge” includes subscription;

"**ComReg**" means the Commission for Communications Regulation;

"**Connection (Standard)**" means a connection to a premises that has had no previous service. Or a connection to a premises that has had previous service but all the line work is not in place and the connection cannot be electronically enabled;

"**Connection (In-Situ)**" means a connection to a premises that has had previous service where all line work is completely in place and the connection can be electronically enabled.

"**Customer**" means a person with whom eir makes, has made or, is deemed to have an agreement for the provision to such person of a telecommunications service and also means a person to whom such service has been or, is being provided;

"**customer service guarantee**" means the facility described in Part 8 of the eir Price List;

"**customer dialled local call**" means a local call which is made by a telephone customer or a caller in which the connection of the call is effected by automatic switching;

"**customer dialled trunk call**" means a trunk call which is made by a telephone customer or a caller in which the connection of the call is effected by automatic switching;

"**customer equipment**" means equipment or apparatus owned by a person other than the company, and used or intended to be used for the enjoyment of or in conjunction with a telecommunications service;

“customer’s premises” means a building, or part of a building, vehicle, vessel or other structure or place, owned or occupied or controlled by a customer, and includes any premises in which a telecommunications line or fixtures and accessories used by or provided to a customer are installed.

"Digital Telephony" means Voice over Internet Protocol which is the routing of voice conversations and telephone services over the internet or through any other IP based telecommunications network;

"discounted call charges" means the value of call charges for eligible FreeFone calls after the appropriate percentage discount has been applied thereto;

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"eir Inclusive Nominated Telecommunications Accounts" means telecommunications accounts nominated by the customer for the purposes of availing of the eir Inclusive facility.

"eir multi-site nominated telecommunications line(s)" means the telecommunications line(s) nominated by the customer and situated at an eir **multi-site** site;

"eir multi-site" means an individual premises occupied by the customer forming part of a set of premises occupied by the customer;

"eir multi-site fee" means the fee payable by the customer in respect of each eir **multi-site** site where eir **multi-site** nominated telecommunications lines are situated;

"eir multi-site network fee" means the fee payable by the customer to avail of the eir **multi-site** facility;

“eir Talk Benefits and Features” means Call Minutes, Out-of-package Call Rates & Line Rental included within the eir **Talk Charge** for each eir **Talk Level** and **Add-On**;

"eir **Talk Call Minutes**" means the number of Peak, Off-Peak and Weekend Call Minutes available to the Customer on each Level and Add-on of the Facility in respect of certain categories of eligible eir **Talk** Calls made by the Customer on a single telephone account in a Billing Cycle to Local & National fixed line numbers, Certain Mobile Operators and certain International according to the Level or Add-on selected;

"eir **Talk Charge**" means the monthly charge payable by the Customer to eir to avail of the eir **Talk** Facility.

"eir **Talk Facility**" means a Facility whereby Customers transmitting telecommunications services over the eir network may, on payment of a Charge avail of a tariff scheme entitling them to Benefits and Features on a single telephone account. The Facility is a tiered Facility and shall consist of eir Talk Weekend, eir Talk Off-Peak and eir Talk Anytime (each one a **Level**) and Add-on: Mobile Light 60, Add-on: Mobile Extra 150, Add-on: eir Mobile/Meteor 200, Add-on: UK/International 120, Add-on: Mobile 8c and Add-on: UK/International 5c (each one an **Add-on**);

"**Eligible eir Business Complete Calls**" means local calls and Customer direct dialled calls made between exchanges in the State and from exchanges in the State to exchanges in Northern Ireland and from exchanges in the State to exchanges outside the State excluding eir **Business Complete** Excluded Calls;

"**Eligible eir Talk Calls**" means calls made to Local & National fixed line numbers, Certain Mobile Operators and certain International numbers according to the Level or Add-on selected;

"**Eligible eir Talktime Calls**" means local calls and Customer direct dialed calls made between exchanges in the State and from exchanges in the State to exchanges in Northern Ireland and from exchanges in the State to exchanges outside the State excluding eir **Talktime** Excluded Calls;

"**Eligible eir Value Business Plan Calls**" means local calls and Customer direct dialled calls made between exchanges in the State and from exchanges in the State to exchanges in Northern Ireland and from exchanges in the State to exchanges outside the State excluding eir **Value Business Plan** Excluded Calls;

"eir **Talktime All Ireland daytime rates**" means non-standard call charges on local calls and on Customer direct dialled calls made at Peak-Times and made between exchanges in the State and from exchanges in the State to exchanges in Northern Ireland (excluding eir Talktime Excluded Calls). The Call types included and current call charges for each level of the facility are as set out in the eir Price List;

"eir **Legacy Talktime Benefits and Features**" means Call Minutes, eir Talktime All Ireland daytime rates, eir mailbox, eir Talktime Mobile rates & eir Talktime International rates as set out in the eir Price List;

"eir **Talktime Benefits and Features for eir Talktime 200, eir Talktime Anytime, eir Talktime After Hours , eir Talktime Family, eir Talktime Friends and eir Talktime Mobile**" means Call Minutes/unlimited local and national calls, eir mailbox (not applicable to current eir Talktime Family and eir Talktime Friends customers who applied for the Facility after the 20th of April 2009), eir Talktime Mobile rates & eir Talktime International rates as set out in the eir Price List;

"eir **Talktime Benefits and Features for eir Talktime 15c and eir Talktime weekender**" means unlimited local and national calls anytime for 15c on the eir Talktime 15c package and unlimited local and national calls during the Weekend period as defined in the eir Price List. On the eir Talktime weekender package subject to a maximum call duration of 60 minutes after which charges as set out in the eir Price List will apply to the duration in excess of 60 minutes;

"eir **TalkTime Benefits and Features**" means Call Minutes, eir TalkTime All Ireland daytime rates, eir mailbox, eir TalkTime Mobile rates & eir TalkTime International rates as set out in the eir Price List;

"eir **TalkTime for business Benefits and Features**" means Call Minutes and Phone Services;

"eir **TalkTime for business Call Minutes**" means the number of Call Minutes available to the Customer on each level of the Facility in relation to certain categories of Eligible TalkTime for business Calls made during Peak Times in a Billing Cycle on a single telephone account;

"eir **TalkTime for business Charge**" facility means the monthly charge payable by the Customer to eir to avail of the Facility;

"eir **TalkTime for business Facility**" means a facility whereby Customers transmitting call traffic over the eir network may, on payment of a Charge, avail of a tariff scheme entitling them to Benefits and Features together with a Rental Allowance on a single telephone account. The TalkTime for business Facility is a tiered facility and shall consist of: TalkTime for business Level 1 to Level 7 International All (each one a Level); or, TalkTime for business Level 1 to Level 7 International Select (each one a Level);

"eir **Talktime Call Minutes**" means the number of Call Minutes available to the Customer on each Level of the Facility in respect of certain categories of eligible eir Talktime calls made by the Customer on a single telephone account in a Billing Cycle to fixed telephone exchange lines in the State during the day, evening or weekend times according to the level selected;

"eir **Talktime Charge**" Facility means the monthly charge payable by the Customer to eir to avail of the Facility;

"eir **Legacy Talktime Facility**" means: eir Talktime Basic which is only available to existing Talktime Basic accounts, that is, accounts that enjoyed the benefit of this level of the Facility as of 30th September 2006; eir TalkTime Family and eir TalkTime Friends customers who signed during the promotional period 8th October 2008 to 31st March 2009;

"eir **Talktime Facility**" means:

- (a) eir Talktime 15c, eir Talktime Basic, eir Talktime Friends 2010, eir Talktime Family 2010, eir Talktime Weekender, eir Talktime 200, eir Talktime After Hours, eir Talktime Anytime, eir Talktime Everyday, eir Talktime Mobile, eir Talktime Family, eir Talktime Friends, eir Talktime Talker, eir Talktime Chatter, eir Talktime International and eir Talktime UK and eir Talktime Anytime UK (each one a Level).
- (b) As of April 2nd 2012 all eir Talktime Levels are no longer available for sale.
- (c) eir Talktime Weekender, eir Talktime After Hours, eir Talktime Anytime, eir Talktime Family, eir Talktime Friends, eir Talktime UK and eir Talktime International are only available on accounts with one single telephone line which are used exclusively for non-business purposes and which is either a PSTN or an ISDN BRA/ISDN Hi-speed line. eir Talktime 15c, eir Talktime 200, eir Talktime Mobile, are only available on accounts which are used exclusively for non-business purposes.

"**eir Talktime Phone Services**" means eir mailbox.

" eir **TalkTime for business Phone Services**" means free eir mailbox facility on one (1) telephone exchange line only and free Call Forwarding Activations up to the limits as set out in the eir Price List;

"**Eirpac**" is the name assigned by the company to the Irish National Packet Switched Data Network operated by it and, where the context so admits or requires, applies to facilities, fixtures and accessories pertaining to the said network;

"**Eirpac customer**" means a person with whom the company makes or has made an agreement for the purpose of providing such person with Eirpac service and also means a person to whom such service has been or is being provided;

"**Eirpac service**" refers to the service provided on the Irish National Packet Switched Data Network and includes, where the context admits or requires, facilities, fixtures and accessories comprised in it;

"**Eirpage service**" means the one-way national wide-area radio paging service operated by Eirpage Limited and interconnected to the fixed telecommunications networks of the company;

"**Eirpage equipment**" means paging units, and other associated equipment, to which Eirpage service is supplied;

"**eligible Business Circles calls**" means customer direct dialled calls (excluding the non-discount calls and calls made to Inmarsat, EMSAT, Iridium and Skyphone mobile telephony systems) made from the telephone customer's business telephone exchange line to five Business Circles nominated numbers;

"eligible eir multi-site calls" means customer direct dialled calls (excluding the non- discount calls and calls made to Inmarsat, Skyphone and EMSAT mobile telephony systems and calls made to the "Tesco Mobile" Service) made between exchanges in the State (including Northern Ireland) and from exchanges in the State to exchanges outside the State;

"eligible eir optimiser calls" means customer direct dialled calls made between exchanges in the State and from exchanges in the State to Northern Ireland and from exchanges in the State to exchanges outside the State (excluding the non-discount calls and calls made to Inmarsat, Iridium, EMSAT, Skyphone mobile telephony systems;

"eligible eir options calls" means customer direct dialled calls made between exchanges in the State and from exchanges in the State to Northern Ireland and from exchanges in the State to exchanges outside the State (excluding the non-discount calls, calls made to Inmarsat, Iridium, EMSAT and Skyphone mobile telephony systems and calls made to the "Tesco Mobile" Service);

"eligible Eirpac calls" means Eirpac calls other than on-net Eirpac calls;

"eligible FreeFone calls" means national FreeFone calls and international FreeFone calls;

"eligible FreeFone Service Discount calls" means national FreeFone calls and international FreeFone calls (excluding calls received by the customer made from a national cellular radio telecommunications network and terminating on a fixed telephone line, calls received by the customer made from a national cellular radio telecommunications network and terminating on a national cellular radio telecommunications network, calls received by the customer made from a fixed telephone exchange line and terminating on a national cellular radio telecommunications network, calls received from the local 0818 service, calls received from the national non-geographic shortcall service and calls received from public telephones);

"eligible National FreeFone Selection Discount calls" means national FreeFone calls (excluding calls received by the customer made from a national cellular radio telecommunications network and terminating on a fixed telephone line, calls received by the customer made from a national cellular radio telecommunications network and terminating on a national cellular radio telecommunications network, calls received by the customer made from a fixed telephone exchange line and terminating on a national cellular radio telecommunications network, calls received from the Local 0818 service, calls received from the national non-geographic shortcall service and calls received from public telephones);

"eligible eir TalkTime for business Calls" means local calls and Customer direct dialled calls made between exchanges in the State and from exchanges in the State to exchanges in Northern Ireland and from exchanges in the State to exchanges outside the State excluding eir **TalkTime for business Excluded Calls**;

"exchange" in relation to any telecommunications service means switching equipment and apparatus which forms part of the company's system for provision of that service and, where the context so admits or requires, includes the building or part of the building or other external covering housing such apparatus;

"Excluded calls" means calls to other mobile operators not included in the package, Chargecard calls, calls to the Eirpac service, calls to other packet switched networks, calls made to Premium Rate Telephone Service, calls to Directory Enquiry Service, calls to certain Phone Services, Teleconferencing calls, calls made by use of the Virtual Private Network Facility, Operator Assisted Calls, FreeFone 1800 calls received by the customer, CallSave 1850 calls received by the customer, LoCall 1890 calls received by the customer, non-geographic shortcall calls received by the customer, calls made to the Local 0818 service; calls made by the customer to CallSave 1850, SMS (Short Messaging Service) Calls made by the Customer, calls made by the customer to LoCall 1890, calls made by the customer to UK FreeFone numbers e.g. 0800 and 0845 calls, calls made to Internet Access 1891, calls made to Internet Access 1892, calls made to Flat Rate Internet Access 1893, calls made to Inmarsat, Iridium, EMSAT, calls to VoIP 076 numbers and calls made to Skyphone mobile telephony systems. (The prices for these excluded calls, and other eir products, can be found at <https://www.eir.ie/group/pricing> or by dialling eir at 1901)"

"external extension" means an extension line other than an internal extension;

"fixtures and accessories" means fixtures and accessories owned and provided by the company in connection with a telecommunications service supplied by it;

"FreeFone 1800 call" means a telephone call which is made by a telephone customer or caller, in which the connection of the call is effected by automatic switching, which call is connected to the telephone exchange line of a telephone customer identifiable by a FreeFone 1800 number allocated by the company and which call is charged to and payable by the telephone customer identified by such FreeFone 1800 number and the service whereby such calls may be received shall be known as the "FreeFone 1800 service";

“internal extension” means an extension line wholly within or intended to be wholly within a single building of a customer and by means of which two points within such building are connected or intended to be connected for the purpose of conveying telecommunications messages;

“International FreeFone calls” means calls made by a caller outside the State to 1800 numbers terminating in the State;

“Internet access call” means a telephone call made from a telephone exchange line to:

- (a) an Internet access point of presence in the same telephone group; or,
- (b) an Internet access point of presence in another telephone group which is regarded by the company as being adjacent to the telephone group of the telephone customer making the Internet access call; or,
- (c) an Internet access point of presence in another telephone group which is not regarded by the company as being adjacent to the telephone group of the telephone customer making the Internet access call provided that the Internet service provider has in excess of 21 Internet access points of presence; or,
 - (i) more than 80% of the lines in the telephone group from which the Internet access call is made are connected to telephone exchanges which are parented from a telephone exchange in the telephone group where the Internet access point of presence is located.

“Internet access point of presence” means a part of a network of points provided by the company whereby Internet service providers may avail of the facility to provide Internet access service;

“Internet service provider” means an individual or a company who provides Internet access service to customers;

“leased lines” means telecommunications facilities provided by the company which provide for transparent transmission capacity between network termination points and which do not include on-demand switching (switching functions which the user can control as part of the leased line provision);

“leased line customer” means a person with whom the company makes or has made an agreement for the purpose of enabling such person to communicate by means of a leased line and also means a person to whom a leased line has been or is being provided;

“Local Call” means any telephone call made from a telephone exchange line (including a public telephone) to:

- (a) a telephone exchange line in the same telephone group; or,
- (b) a telephone exchange line in another telephone group which is regarded by the company as being adjacent to the telephone group of the telephone customer or caller making the call;

“Local 0818 calls” means calls made by use of the facility described in the eir Price List;

“LoCall 1890 call” means a telephone call which is made by a telephone customer or caller, in which the connection of the call is effected by automatic switching, which call is connected to the telephone exchange line of a telephone customer identifiable by a LoCall 1890 number allocated by the company and which call is in part charged to and payable by the telephone customer identified by such LoCall 1890 number and in part charged to and payable by the telephone customer or caller who makes the call and the service whereby such calls may be received shall be known as the “LoCall 1890 service”;

“Mailbox” means an electronic medium for storing telephonic messages;

“Minimum Call Charge” means the minimum charge, where applicable, chargeable in respect of an answered call, and which includes relevant call seconds;

“mobile telephone call” means a call made using a national cellular radio telecommunications network;

“Mobile minutes” means the calls minutes to mobile operators included in the eir **Talk** and eir **Talktime** Facilities;

"**multiple leased lines**" means any number of leased lines not exceeding thirty-one where the total bandwidth of all such leased lines does not exceed 1984 kbit;

"**National Call**" means any Customer direct dialled calls made between exchanges in the State outside the Minimum Numbering Areas (as defined in the eir Price List) and from exchanges in the State to exchanges in Northern Ireland;

"**national cellular radio telecommunications networks**" means analogue equipment and GSM equipment operated by a mobile telecommunications operator licensed to provide such services;

"**national FreeFone calls**" means calls made by a caller from a telephone exchange line within the State to FreeFone 1800 numbers, CallSave 1850 numbers and LoCall 1890 numbers terminating in the State;

"**NGB Allowance**" refers to the download/upload limits attaching to the selected level of the NGB Broadband Facility;

"**nominated telecommunications line(s)**" means the telecommunications line(s) nominated by the customer and situated at a site;

"**non-discount calls**" means calls to other mobile operators not included in the package, Chargecard calls, calls to the Eirpac service, calls to other packet switched networks, calls made to Premium Rate Telephone Service, calls to Directory Enquiry Service, calls to certain Phone Services, Teleconferencing calls, calls made by use of the Virtual Private Network Facility, Operator Assisted Calls, FreeFone 1800 calls received by the customer, CallSave 1850 calls received by the customer, LoCall 1890 calls received by the customer, non-geographic shortcall calls received by the customer, calls made to the Local 0818 service; calls made by the customer to CallSave 1850, SMS (Short Messaging Service) Calls made by the Customer, calls made by the customer to LoCall 1890, calls made by the customer to UK FreeFone numbers e.g. 0800 and 0845 calls, calls made to Internet Access 1891, calls made to Internet Access 1892, calls made to Flat Rate Internet Access 1893, calls made to Inmarsat, Iridium, EMSAT, calls to VoIP 076 numbers and calls made to Skyphone mobile telephony systems. (The prices for these excluded calls, and other eir products, can be found at <https://www.eir.ie/group/pricing> or by dialling eir at 1901)"

"non-geographic shortcall call" means a telephone call, excluding any call from a national cellular telecommunications network and any call from the company's public telephones, which is made by a telephone customer or caller, in which the connection of the call is effected by automatic switching, which call is connected to the telephone exchange line of a telephone customer identifiable by a shortcall number allocated by the company and which call is charged to and payable by the telephone customer identified by such shortcall number and the service whereby such calls may be received shall be known as the "non-geographic shortcall service";

"Off-Peak" times within eir **Talk Facility** means evening at or after 7.00pm and before 7.00am, Monday to Friday (inclusive) and Saturday, Sunday, Public Holidays and such other times as the company may from time to time announce by advertisement;

"Off-Peak" times within the eir **Talktime Facility** are as follows:

- (a) For eir Talktime Basic, eir Talktime Friends, eir Talktime Weekender, eir Talktime After Hours, eir Talktime UK, eir Talktime International, **"Off-Peak"** means calls made:
 - (i) after 6p.m. and before 8a.m. from Mon to Fri
 - (ii) on such other times as the company may from time to time announce by advertisement.

- (b) For all other eir Talktime Plans **"Off-Peak"** means calls made:
 - (i) at or after 7p.m. and before 7a.m. from Mon to Fri
 - (ii) on such other times as the company may from time to time announce by advertisement.

"Out-of-package Calls" are all calls other than minutes to Certain Mobile Operators and Local & National calls included in your eir Talk Level or Add-on or in your eir Talktime Level.

"Out-of-package Rates" are the charges that apply to Out-of-package calls.

"packet switching exchange" means an exchange forming part of Eirpac and which is operated by the company for the purpose of conveying data by means of telecommunications through the medium of that network;

"Peak" times within the eir **Talk Facility** means at or after 7.00am and before 7.00pm on Monday to Friday (including Public Holidays);

"Peak" times within the eir **Talktime Facility** are as follows:

- (a) For eir Talktime Basic, eir Talktime Friends, eir Talktime Weekender, eir Talktime After Hours, eir Talktime UK, eir Talktime International, **"Peak"** means calls made at or after 8am and before 6pm on normal working days from Monday to Friday (inclusive)
- (b) For all other eir Talktime Plans, **"Peak"** means calls made at or after 7 a.m. and before 7 p.m. from Monday to Friday (inc. **Public Holidays**);

"per second" means a second or part thereof;

"place" includes a vessel, aircraft and vehicle;

"premises" includes a vessel, aircraft and vehicle;

"Premium Rate Telephone Service" means a telephone service in respect of which part of the telephone charge paid or payable by a telephone customer or caller in respect of the call is passed by the company or another telecommunications network operator, directly or indirectly, to an individual, organisation or company which is participating in the provision of the service;

"Premium Rate Telephone Service service provider" means a person, other than the company, which participates with the company, or with another telecommunications network operator within or outside the State, in the provision of a Premium Rate Telephone Service;

"private branch exchange" means switching apparatus installed or intended to be installed in a customer's premises and connected or intended to be connected both to telephone exchange lines and to extension lines, and designed to provide intercommunication between the extension lines and communication between the extension lines and the telephone exchange lines;

"private payphone" means a telephone, other than a public telephone, to which a telephone customer has caused or permitted to be connected a receptacle for coins or a device for recording other means of payment;

“public holidays” means days on which banks are not open for business in the State;

“public telephone” means a telephone exchange line to which is connected a receptacle for coins or a device for recording other means of payment, to which members of the public have access, whether continuously or for such daily periods as may be determined, prescribed or permitted from time to time by the company or its agents, as the case may be;

“Rental Allowance” means a credit to defray the cost of telephone exchange line rental on one telephone exchange line;

“Return Path Connection” means a connection to the eir network for customers who have had service provided via Unbundled Local Metallic Path and wish to have exchange line service provided by eir retail. Includes the porting of the customer's telephone number if required;

“Split Billing” is a facility whereby eir services at a specific address can be split over two or more billable accounts.

“site” means a single premises occupied by the customer or a wholly owned subsidiary of the customer;

“subscription” means the sum or sums due in respect of provision of telecommunications services, and the rental of fixtures and accessories;

“symphonyFrame service” means a point to point non-switched data service operated over permanent virtual circuits on the company’s symphonyFrame network and includes, where the context so admits or requires, facilities and fixtures and accessories comprised in it;

“symphonyFrame customer” means a person with whom the company makes or has made an agreement for the purpose of providing such person with symphonyFrame service and also means a person to whom such service has been or is being provided;

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“telecommunications line” includes a telegraphic line, a telegraph, as such terms are defined in the Telegraph Acts, 1863 to date, and includes all lines including auxiliary lines, circuits, apparatus and installations used for telecommunications services and, for the avoidance of doubt, includes national cellular radio telecommunications networks service and equipment;

“telecommunications message” means a message or communication transmitted by a telecommunications service;

“telecommunications service” means any service or facility provided by the company as a means of or relating to telecommunications and includes, where the context admits or requires, a service or facility comprised in or ancillary to any such service or facility;

“telephone” means a transmitting or receiving instrument used or intended to be used for the purpose of transmitting or receiving telephonic messages and, where the context so admits or requires, includes a cellular radio telephone;

“telephone call” means a call made to or from a telephone;

“telephone customer” means a person with whom the company makes, has made, or is deemed to have made an agreement for the purpose of enabling such person to communicate with other persons by means of the telephone service and also means a person to whom such service has been or is being provided and includes, where appropriate, an user of the telephone service;

“telephone customer’s premises” means the customer’s premises of a telephone customer;

“telephone exchange” means an exchange forming part of the company system for provision of telephone service;

“telephone exchange line” means a telecommunications line provided for the purpose of connecting a telephone exchange with a public telephone or a telephone customer’s telephone, together with all fixtures and accessories associated therewith whether or not in or on the telephone customer’s premises but excluding national cellular radio telecommunications networks;

“telephone service” means a service whereby telephonic messages may be transmitted through the public switched telephone exchange system of the company and includes, where the context admits or requires, any service or facility provided by the company and comprised in such service;

“telephonic message” means a message or communication transmitted by telephone and includes the transmission of data;

“terminating number” means a number pertaining to the FreeFone 1800 service, CallSave 1850 service and LoCall 1890 service;

“trunk call” means any telephone call which is not a local call and includes all telephone calls made to national cellular radio telecommunications network;

“type-approved apparatus” means apparatus or equipment which is of a type approved by a competent authority for the time being duly authorised in that behalf for connection to or use in conjunction with a telecommunications line of the company;

“Virtual Private Network call charges” means direct dialled calls made using the Virtual Private Network facility excluding directory enquiry calls, Eirpac calls, calls to Premium Rate Telephone Services, calls to call management services, calls made to Inmarsat, Iridium, EMSAT and Skyphone mobile telephony systems, FreeFone 1800 calls, CallSave1850 calls, LoCall 1890 calls received by the customer, (save and except where the customer is availing of the symphony VPN FreeFone facility) non-geographic shortcall calls received by the customer, calls made to Eirpage 08224, calls made to Local 0818; calls made by the customer to CallSave 1850, calls made by the customer to LoCall 1890, calls made to Internet Access 1891; calls made to Internet Access 1892; calls made to Internet Access 1893 and calls made to VOIP;

“Virtual Private Network line rental charges” means rental charges applicable to Virtual Private Network analogue PSTN lines and Virtual Private Network digital ISDN lines (including associated Virtual Private Network, network and site monthly rental charges) rented by a Virtual Private Network customer;

“Weekend hours” means Calls made (i) on Saturday, Sunday and Public Holidays and (ii) on such other times as the company may from time to time announce by advertisement.

“VoIP” means Voice over Internet Protocol which is the routing of voice conversations and telephone services over the internet or through any other IP based telecommunications network provided by eir; and

“VoIP 076 Numbers” means VoIP numbers with the prefix 076 as provided by any Irish Telecoms service provider;

“working hour” means a continuous period of 60 minutes between 9.00am and 5.00pm on days other than Sundays and public holidays.